

# Services

*A comprehensive suite of services and tools to fulfill your e-government needs.*

Application Hosting

Content Management

Payment Processing

Tools & Components

Speech Recognition

Support

Integration

Georgia.gov services offer government entities a suite of defined services and tools built to meet the unique security, integrity, and reliability needs of Georgia government.

Georgia.gov services have been developed specifically to form the building blocks your agency needs to deliver vital information and services to your customers.

Each georgia.gov service can be used individually or combined with other services to form complex end-to-end solutions. With a strong, standards-based foundation and the tools to help reduce development risks, you can rely on georgia.gov services to help you develop the constituent services your customers need - faster, more securely and more efficiently.

## Why georgia.gov?

Services from georgia.gov provide constituents with a consistent and positive interaction with government. Constituents will quickly and accurately find official State of Georgia information and services. And they can depend on help from the portal contact center.

Based on research and feedback from agencies and constituents, georgia.gov has designed a single point of entry for state government information while preserving individual agency identity. Through georgia.gov, agencies get tools and infrastructure that meet the highest standards of usability, security and reliability. And moving forward, georgia.gov will be actively working with agencies to provide the most choices and flexibility possible in the services and tools provided.

Support is a key foundational element of georgia.gov services. Constituents who use state services have a single point of contact in the portal contact center for answering their questions and routing them to subject matter experts as appropriate, helping to ensure they have a consistent, effective experience. Likewise, agencies who use georgia.gov services also have a single point of contact 24 x 7, via the GTA Monitoring Center, for reporting and escalating their problems or support issues.



For more information, Please contact your GTA Account Manager or e-mail [joining@gtga.ga.gov](mailto:joining@gtga.ga.gov).

## georgia.gov<sup>™</sup> Services

You can use each service individually or combine them with other services to enable your agency to deliver a comprehensive portfolio of information and services to its customers.

### Application Hosting Service

Application Hosting Service supports the next generation of your agency's applications. The georgia.gov application hosting environment is specifically designed to host e-government applications and to ensure the security, integrity, and availability of your agency's services.

### Content Management Service

Content Management Service empowers your agency's business owners to manage their web and application content with nominal assistance of technical resources.

### Payment Processing Service

Payment Processing Service offers you a full suite of payment processing options for your applications, including an enterprise payment engine with a dedicated, secure connection to the State of Georgia approved payment processor and the administrative and reporting functions your accounting office needs to reconcile its books.

### Tools & Components

Tools & Components give your agency a head start in delivering your critical services by providing pre-developed tools and components for common services. This currently includes the georgia.gov Enterprise Survey Tool.

### Support Services

Support Services offers your agency the help you need to maintain and manage your critical applications. Georgia.gov Support Services includes a call center to relieve agency personnel from answering common constituent questions and requests for assistance, as well as a defined support model for each of the georgia.gov services.

### Speech Recognition & Interactive Voice Response Service \*

Speech Recognition & Interactive Voice Response Service enables your agency to extend your applications to work over the telephone, reaching a significantly larger audience for important services.

### Integration Service \*

Integration Service provides you with a standardized model and the tools your agency needs to fulfill your application and data integration requirements.

\* Currently, this service is offered only in conjunction with georgia.gov Application Hosting Services.